

TUTORIAL

Accepting a Claim Offer



1 of 5

Thu Mar 22 15:00:00 GMT 2018

Logout

Gordy Jones MSG/E-7 United States Air Force

Defense Personal Property System

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Welcome to DPS

Start a New Move

Shipment Management

Customer Satisfaction Survey

Claim History

Current Move

21 Mar 2018: FORT BELVOIR to MIAMI

Order Number 0192-5577

Order Type Permanent Change of Station

Shipment Status 1-HHG: Delivered Complete

BGAC0001334

Desired Pickup Date

20 Mar 2018

Actual Pickup Date

2018-03-20 00:00:00

Assigned Counselor

AGFM JPPSO
800-762-7186

Moving Company

CARLYLE VAN LINES, INC.
6607478128

Origin

908 W. POINT DRIVE
FORT BELVOIR, VA 22060
UNITED STATES

Move Type

1-HHG: Household Goods

Total Pro-Gear Weight

100 lbs - Service Member
50 lbs - Spouse

Destination

990 COCONUT WAY
MIAMI, FL 33107
UNITED STATES

Estimated Shipment Weight

7650 lbs

Actual Shipment Weight

7500 lbs

[Edit My Order/Shipment Info](#)

[Print DD1797 Counseling Checklist](#)

[Print DD1299 Shipment Application](#)

[File a Claim](#)

[Complete Survey](#)

Add another shipment

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DPS Landing Page

Welcome to your Claims Home Page.

READ THESE INSTRUCTIONS FIRST!

1. You should notify the Transportation Service Provider (TSP) (the Moving Company) of any loss or damage to your personal property within 75 days of the delivery of your shipment.
2. There are two ways to notify the Moving Company of any Loss or Damage to your personal property, but only one way to file a claim.
 - a. Loss and Damage Report. Using forms provided by the Moving Company, you can notify them of your loss or damage at the time of delivery and/or after the delivery. You can also file a Loss/Damage Report in the DPS Claims Module. Note: You do not have to file a Loss/Damage Report as long as you file your Claim within 75 days of the delivery of your shipment. Submitting a Loss/Damage Report does not constitute filing a claim.
 - b. Filing Your Claim. You must file your Claim in the DPS Claims Module. To prepare to file your claim, you will need to know what items were lost or damaged to include the inventory number, year of purchase, and purchase cost. Pictures of damaged items can be uploaded into the DPS Claims Module. Once your Claim has been submitted, your Moving Company will contact you with an email within 30 days to complete the Claims process.
3. Step-by-step instructions for both Loss/Damage Report notification and how to file your Claim are located at www.move.mil.
4. We are currently working to improve the Claims process, and we appreciate your feedback.

Submitting items from your Loss/Damage reports(s) does not constitute filing of a claim but does initiate your claims settlement process. In order to complete your claims process, you must actually file a claim for your loss/damage items.

Loss/Damage submissions are not required, as long as your claim is filed within 75 days from the delivery date. If the notification of loss or damage is filed later than 75 days after the delivery date, you will be required to enter a reason for the delay.

You can edit information or add/delete items in your Loss/Damage Report as long as it has not been submitted into the DPS System. Once your report has been submitted, you must create a new Loss/Damage report to include any additional loss/damage items.

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date you will only be eligible for depreciated value up to two years from delivery.

Exceptions to the filing timelines will be granted on a case by case basis. Claims must be settled, or a final offer made within 60 days, however you may transfer the claim to the appropriate Military Claims Office (MCO) after 30 days for any reason. You may transfer a claim immediately, and still be eligible for Full Replacement Value (FRV) upon:

1. Notice that the TSP has made a final offer on the claim or denied it in full.
2. Notification by SDOC that the TSP is in bankruptcy.

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[Start My Loss and Damage Report](#)

[VIEW MY LOSS AND DAMAGE REPORT](#)

[Start My Claim](#)

[VIEW MY CLAIM](#)

[Help](#)

INSTRUCTIONS: Below the green Start My Claim button, click on the VIEW MY CLAIM link.

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DPS Landing Page

Below is a list of all of your claims. Please select the hyperlink for the claim number that you wish to view/update.

Some of the actions you may perform include:

- * Modify your claim information
- * Retrieve Loss/Damage Reports that you have already entered
- * Submit your claim
- * Add new claims items or Modify existing claim items
- * Counter or Accept Offers for existing Claim Items
- * Add files that are specific to your claimed items like: pictures, documents or pdf files
- * Print Claim

All Claims 1 - 11 of 11 [HELP](#)

Claim Number	Submitter's Name	DOB	Claim Status	Submit Date	Submitter's Name	DOD Customer First	DOD Customer Last	Rank/Pay Grade	TSP	SCAC	Claim Creation Date	Claim Close
1-383175	KKFA00000000	KKFA	In Progress		Julie	BonJoni	LTCIO-5	American Van Services...	AVAS		1/11/2019	
1-2FZJL2	KKFA00000000	KKFA	In Progress		Julie	BonJoni	LTCIO-5	American Van Services...	AVAS		1/13/2015	
1-2FA4EF	KKFA00000000	KKFA	In Progress		Julie	BonJoni	LTCIO-5	American Van Services...	AVAS		3/11/2015	
1-28WEST	KKFA00000000	KKFA	Submitted	7/29/2015	Gordy Jones	BonJoni	LTCIO-5	American Van Services...	AVAS		6/4/2015	
1-23DDJH	KKFA00000000	KKFA	Submitted	4/14/2015	Gordy Jones	BonJoni	LTCIO-5	American Van Services...	AVAS		4/14/2015	
1-1299IN	KKFA00000000	KKFA	In Progress		Julie	BonJoni	LTCIO-5	American Van Services...	AVAS		2/19/2015	
1-478708	KKFA00000000	KKFA	In Progress		Julie	BonJoni	LTCIO-5	American Van Services...	AVAS		3/13/2015	

INSTRUCTIONS: Within the All Claims section, locate your claim number and click on it.

Defense Personal Property System

DPS Landing Page

Claim

ADD EDIT TRANSFER CLAIM TO NED PRINT CLAIM

Claim #: 1-123456 BOL/GBL Number: 107A000000 Shipments Destination: 123 Blue Bell Street
 Claim Creation Date: 10/30/2014 Claims Shipment Description: My Completed Ship... COLORADO SPRINGS, CO
 Claim Status: Submitted TSP Claim Number:
 Comments: none
 Quick Claims Payment made?: N

Add/Update Claim Items

SEARCH TRANSFER ITEM TO NED

Item	Item Name	Item Description	Purchase Cost	Purchase Year(MMYY)	Item Status	Claimed Amount	Link Type	Inventory Number	Created	Damage Description Hq	Damaged Remarks
1	Chair	Blue Chair	\$40.00	2013	Offer Pending	\$40.00	Damaged	123456	10/30/2014 04:20:45 PM		
2	Picture	Miller and Muly	\$1,000.00	2012	Offer Pending	\$1,000.00	Missing	102	10/30/2014 04:41:05 PM		

Demand/Offer

COUNTER OFFER SEARCH ACCEPT OFFER

DPS Demand/Offer Number	Item Name	TSP Action	TSP Offer	Amount demanded of TSP	Amount paid to GSA customer	GSA Customer Counter Offer	Final TSP Offer	Offer Accepted by GSA study	Total amount paid to GSA customer	Transferred to MCO	TSP Remarks
1	Chair	Payment		\$40.00				N			

INSTRUCTIONS: Now click on the item that you are wishing to accept and use the ACCEPT OFFER button to accept the offer.

Defense Personal Property System

DPS Landing Page

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1	Chair	Payment		\$40.00				N			

Confirm

Are you sure you want to Accept this Offer?

Yes No

INSTRUCTIONS: DPS will ask you to confirm if you want to accept the offer to avoid accepting an offer by mistake. If you accept, click on the OK button.



Maintained by **USTRANSCOM**

United States Transportation Command

Technical Help Desk

For help using Move.mil or Electronic Transportation Acquisition.

Phone

Toll-Free: (800) 462-2176

Commercial: (618) 589-9445

Email

usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil

Submit a ticket online

<https://src.servicenowservices.com/src/>